

Electronic Acknowledgement Receipt

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| EFS ID: | 1920560 |
| Application Number: | 09774944 |
| International Application Number: | |
| Confirmation Number: | 5527 |
| Title of Invention: | DIGITAL MULTIMEDIA CONTACT CENTER WITH TIER ESCALATION AND DEESCALATION IN RESPONSE TO CHANGED CRITERIA |
| First Named Inventor/Applicant Name: | Justin Broughton |
| Customer Number: | 29053 |
| Filer: | David H. Tannenbaum/Scott Matthews |
| Filer Authorized By: | David H. Tannenbaum |
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| Submitted with Payment | no |
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File Listing:

| Document Number | Document Description | File Name | File Size(Bytes) | Multi Part /.zip | Pages (if appl.) |
|-----------------|-------------------------------|------------------------------------|------------------|------------------|------------------|
| 1 | Miscellaneous Incoming Letter | 09774944CertOfEfilingIssue Fee.pdf | 20943 | no | 1 |

Warnings:

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|--|-----------------------------|----------------------|--------|----|---|
| Information: | | | | | |
| 2 | Issue Fee Payment (PTO-85B) | 09774944IssueFee.pdf | 104459 | no | 1 |
| Warnings: | | | | | |
| Information: | | | | | |
| 3 | Fee Worksheet (PTO-06) | fee-info.pdf | 8217 | no | 2 |
| Warnings: | | | | | |
| Information: | | | | | |
| Total Files Size (in bytes): | | | 133619 | | |
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